



**City of Gulfport, Mississippi**  
Job Description

## **Police Dispatcher**

(PD1, PD2)

Department: 213 - Police

EEO Class: Office & Clerical

Date Revised: 2.3.12

FLSA Status: Non-Exempt

Date Approved:

### **Position Overview**

The Police Dispatcher operates communications equipment to receive and transmit messages and information including police and fire emergencies. Information is transmitted upon request or according to established procedures.

The Police Dispatcher is expected to exercise judgment in performing routine work under the general direction of a supervisor who is available for immediate consultation on non-routine matters.

### **Essential Job Functions**

Essential duties and functions, pursuant to the Americans with Disabilities Act, May include the following. Other related duties may be assigned.

- Operates telephones, radios, and all other essential communications equipment.
- Receives calls which must be properly processed: obtain address and nature of call; dispatches appropriate personnel and equipment to the scene.
- Maintains radio contact with all fire units in the field
- Maintains status and current information on all units in and out of service.
- Receives routine calls and gives information as requested by the public and officers.
- Assists in testing radio frequencies, make routine announcements, and relays messages via radio.
- Maintains wrecker log in CAD.
- Is familiar with the General Orders used by the department.
- Understand signal and 10 dash codes used by the department.
- Uses the NCIC computer and obtain a working knowledge of the system and laws that govern its use.
- Monitors alarms and the R.U.O.K. program.

**Knowledge, Skills and Abilities**

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Prior experience in the operation of two-way radio and/or telephone switchboard equipment, including some experience in general typing and clerical work.
- Must demonstrate a typing skill of 30 words per minute.
- Must have the ability to work shift work as well as nights, weekends, & holidays.
- Ability to maintain harmonious and effective working relationships with other employees, supervisor and other departments.

**Education and Experience**

High School graduate of equivalent.

**Required Licenses or Certificates**

Must meet requirements to become a State Certified Tele-communicator. Must have a valid Mississippi Driver's License.

**Physical Demands and Working Conditions**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements include occasional lifting/carrying of 10+ pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions are indoors with a moderate to high noise level and a consistent, high stress level.